



**TOWN OF CONCORD**  
**HUMAN RESOURCES DEPARTMENT**  
TOWN HOUSE  
P.O. BOX 535  
22 MONUMENT SQUARE  
CONCORD, MASSACHUSETTS 01742

TEL: 978-318-3025  
FAX: 978-318-3024  
*hr@concordma.gov*

February 4, 2015

Dear Applicant,

Thank you for your interest in the **Public Safety Dispatcher** position with the Town of Concord. Enclosed with this letter is a description of the duties and qualifications for this position, as well as an application form. In order to be considered for this position, you must fully complete the application form and return it to the Town Human Resources Office.  
**Applications accepted until position is filled.**

Please note that you may attach a resume to your application as additional information; however, the resume cannot serve as a substitute for completing the form in full. Emailed resumes are not accepted. Please do not include any information pertaining to age, race, color, religion, national origin, ancestry, gender, gender identity, sexual orientation and physical/medical condition or history.

All applications will be reviewed, and the most highly qualified candidates will be invited to one or more interviews. You can expect to be notified as soon as a decision has been made regarding your standing in the process. We anticipate that everyone will have been contacted regarding their candidacy within six weeks of the deadline.

Again, thank you for your interest in the Town of Concord.

Sincerely,

Amy Traywick  
Assistant Human Resources Director

Enclosures (2)



*The Town of Concord  
is currently accepting applications for the full-time position of:*

**PUBLIC SAFETY DISPATCHER**  
**Opportunity for Experienced Public Safety Dispatchers Only**

Salary Range: \$21.01 - \$26.59 per hour plus  
shift differential & EMD/EMT stipends

**Applications accepted until position is filled.**

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***In order to be considered for this position, applicants must have at least one year experience in emergency telecommunications, be trained as a First Responder, and be certified in CPR, E-911, and LEAPS/CJIS.***

As a condition of employment, successful candidates must be, and remain, a non-smoker. In addition, all employees shall be required to reside within twenty (20) miles of the limits of the Town of Concord within one year of employment, and be available for all shifts including, nights, weekends and holidays

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**APPLICATION PROCESS**

All applicants are required to complete the attached Town application form. Resumes may be attached to the application form as additional information but cannot serve as a substitute for completing the form.

Applications will be accepted until the position is filled. Emailed resumes are not accepted.

After the deadline, all applications will be reviewed and the most highly qualified candidates will be invited to one or more interviews and/or other assessments. All applicants will be notified of their standing in the process as soon as a decision has been made regarding their individual application.

Appointment as a public safety dispatcher will be contingent upon the results of a number of pre-placement conditions including a thorough background investigation, criminal, and credit history record checks, a drug-screening test, and physical and psychological exams relative to the essential functions of the position. Costs for these pre-placement requirements will be borne by the Town.

Individuals who need accommodation in order to participate in this process should contact the Concord Human Resources Department.

**The Town of Concord is committed to a diverse workforce and welcomes applicants with disabilities and/or from multi-cultural communities. EOE**

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Questions regarding this hiring process should be addressed to the:  
**Concord Human Resources Department**  
Town House, 22 Monument Square, P.O. Box 535, Concord, MA 01742  
**978-318-3025**  
**[www.concordma.gov/hr](http://www.concordma.gov/hr)**

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# **PUBLIC SAFETY DISPATCHER**

## **GENERAL SUMMARY**

Dispatchers perform routine to complex clerical and dispatching work in the operation of the Town's Public Safety Communications Center. Work involves frequent telephone contact with members of the community. Many situations are emergency in nature, and individual must be able to think and act clearly and calmly. Work is performed under the general supervision of the Police Chief, Division Commander, Lead Dispatcher, and the Shift Sergeant.

## **ESSENTIAL FUNCTIONS**

*External and internal applicants, as well as position incumbents who become disabled as defined under the Americans With Disabilities Act, must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case by case basis.*

- Answers telephones
- Acquires information from citizens and other entities requesting public safety services or assistance
- Analyzes alarm system information, given signals, messages, codes, and data, so that the information is properly interpreted in preparation for the allocation of resources
- Extracts pertinent information so that accurate information is obtained
- Assesses the priority of service requests
- Prepares data for dispatch or referral by evaluating, categorizing, formatting and documenting the incident or service related information
- Dispatches public safety personnel
- Relays information and data as required for resolution, referral, or response to an incident or service request
- Responds to requests for information from citizens
- Assists citizens in completing departmental forms
- Generates correct, complete, and concise records of public safety services requests in accordance with policies and procedures
- Maintains departmental records; records information and enters data into computer information system; performs other clerical work as assigned
- Maintains communications equipment

## **DISTINCTIVE FEATURES OF POSITION**

- Duties are stationary ...required to sit at telephone/radio console for extended periods of time.
- Most work is verbal...must receive, evaluate and produce verbal information.
- Situations are random and duties are reactive...calls/situations are unpredictable.
- Multiple activities are performed simultaneously and there are frequent interruptions.
- Interactions with many different people and agencies are required on a daily basis, often at the same time.
- The work structure is rigid...must work within a framework of many rules, procedures and regulations.
- Actions and decisions are highly visible... all phone calls and radio transmissions are taped.
- There is a high level of responsibility with serious consequences if a call or incident is not handled correctly, leading to personal injury or death or loss/destruction of property.
- Unpleasant situations are encountered and must be dealt with appropriately.
- Work is often repetitive and alternates between periods of high activity and low activity.
- Sensitive information is encountered and accessible...discretion must be used.
- Safety of the public and field officers depends upon how, with little time to spare, duties are performed, information is provided and decisions are made.
- Public relations are of high importance...The only contact citizens often have with the Police and Fire Departments is through the dispatch center. Your demeanor and competence in handling calls from the public combine to form what is often the first impression that people have about law enforcement agencies.

## **MINIMUM QUALIFICATIONS**

### **Education & Experience:**

- Equivalent to a High school diploma and one or more year's emergency telecommunications experience.

### **Training & Certifications:**

- First Responder Training
- CPR Certification
- E-911 Certification
- LEAPS/CJIS Certification

### **Knowledge, Skills, & Abilities:**

- Ability to communicate clearly and concisely in person, by telephone, and in writing
- Ability to assist the public and maintain favorable public relations
- Ability to make decisions and judgments based on common sense and values
- Ability to maintain composure in stressful situations
- Ability to multi-task in a variety of situations
- Ability to follow written and verbal instructions
- Ability to remember and recall detailed information
- Ability to work well with others in a team environment
- Knowledge of computer database and word processing equipment; ability to perform data entry and prepare routine correspondence using such equipment
- Ability to read, write, and spell the English language

## **SPECIAL REQUIREMENTS FOR HIRE & CONTINUED EMPLOYMENT**

- Must not smoke tobacco

## **PREFERRED QUALIFICATIONS**

- College education
- Experience with IMC/Tritech computer aided dispatch systems
- Certifications in police/fire telecommunications, Emergency Medical Dispatch (EMD)
- APCO Certification
- Training in stress management and crisis intervention
- Knowledge of legal issues affecting police/fire dispatch

*The above statements are intended to describe the general nature and level of work being performed by people assigned to do this job. The above is not intended to be an exhaustive list of all responsibilities and duties required. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.*

*This job description does not constitute an employment agreement between the employer and employee, and is subject to change by the employer, as the needs of the employer and requirements of the job change.*



## TOWN OF CONCORD

*An Equal Opportunity Employer*

### EMPLOYMENT APPLICATION

BOTH PAGES MUST BE LEGIBLY COMPLETED

Return to: Human Resources Dept., 22 Monument Square

**OR** Mail to: P.O. Box 535, Concord, MA 01742

Name \_\_\_\_\_  
First Middle Last  
Address \_\_\_\_\_  
City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_  
Home # (\_\_\_\_\_) \_\_\_\_\_ Cell # (\_\_\_\_\_) \_\_\_\_\_  
Email Address \_\_\_\_\_

Position Applying for: **PUBLIC SAFETY DISPATCHER**

How did you learn of this position, please be specific (i.e. Concord's website, Name of Newspaper, etc.): \_\_\_\_\_

Schedule: Continuous ☐ Seasonal ☐ Full Time ☐ Part Time ☐ Either ☐

Do you have relatives working for the Town of Concord? Yes ☐ No ☐

Are you, or any relative, a member of any Town Board or Commission? Yes ☐ No ☐

If yes to either, please specify \_\_\_\_\_

If hired, can you provide proof of citizenship or legal right to work in the US? Yes ☐ No ☐

Are you under 18 years of age? If yes, a work permit is required. Yes ☐ No ☐

#### **SPECIAL SKILLS** (Below please list special skills applicable to this position)

\_\_\_\_ Typing (WPM \_\_\_\_\_)  
\_\_\_\_ Word Processing /  
Equipment/Programs

\_\_\_\_ Shorthand (WPM \_\_\_\_\_)

\_\_\_\_ 10 Key Calculator  
\_\_\_\_ Computers -  
Equipment/Programs

Licenses: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Shop or Heavy Equipment:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Other: \_\_\_\_\_  
\_\_\_\_\_

#### **EDUCATION HISTORY**

Highest Level of Education: \_\_\_\_\_ Grade School \_\_\_\_\_ High School Diploma or equivalent  
\_\_\_\_ Vocational, Technical Diploma or Certificate  
\_\_\_\_ Associates Degree \_\_\_\_\_ Bachelors Degree \_\_\_\_\_ Post Grad. Degree

Name and Address of Schools (High School and Above)	Major Fields of Study	Number of years completed or type of degree received

Other Training you received (e.g. Work Training Programs, Armed Forces Training, Special Courses, etc.):

Additional information that may be helpful in establishing your qualifications. (Awards, Professional Affiliations, etc.)

**EMPLOYMENT RECORD**

**This section must be completed.** A resume cannot be substituted. List most recent position first. Include relevant summer employment or work performed on a voluntary basis.

Name of Company \_\_\_\_\_ Dates Employed From \_\_\_\_\_ To \_\_\_\_\_  
month/year month/year  
Address \_\_\_\_\_ Salary \_\_\_\_\_ hr/mo/wk/yr Hours per Week \_\_\_\_\_  
Your Supervisor \_\_\_\_\_ Reference phone # (\_\_\_\_\_) - \_\_\_\_\_  
Your Position Title \_\_\_\_\_ Summarize your duties \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
Reason for Leaving (or Seeking Other Employment) \_\_\_\_\_

Name of Company \_\_\_\_\_ Dates Employed From \_\_\_\_\_ To \_\_\_\_\_  
month/year month/year  
Address \_\_\_\_\_ Salary \_\_\_\_\_ hr/mo/wk/yr Hours per Week \_\_\_\_\_  
Your Supervisor \_\_\_\_\_ Reference phone # (\_\_\_\_\_) - \_\_\_\_\_  
Your Position Title \_\_\_\_\_ Summarize your duties \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
Reason for Leaving \_\_\_\_\_

Name of Company \_\_\_\_\_ Dates Employed From \_\_\_\_\_ To \_\_\_\_\_  
month/year month/year  
Address \_\_\_\_\_ Salary \_\_\_\_\_ hr/mo/wk/yr Hours per Week \_\_\_\_\_  
Your Supervisor \_\_\_\_\_ Reference phone # (\_\_\_\_\_) - \_\_\_\_\_  
Your Position Title \_\_\_\_\_ Summarize your duties \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
Reason for Leaving \_\_\_\_\_

Name of Company \_\_\_\_\_ Dates Employed From \_\_\_\_\_ To \_\_\_\_\_  
month/year month/year  
Address \_\_\_\_\_ Salary \_\_\_\_\_ hr/mo/wk/yr Hours per Week \_\_\_\_\_  
Your Supervisor \_\_\_\_\_ Reference phone # (\_\_\_\_\_) - \_\_\_\_\_  
Your Position Title \_\_\_\_\_ Summarize your duties \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
Reason for Leaving \_\_\_\_\_

I understand that entering into and continuing employment with the Town is subject to the verification of my statements and receipt of satisfactory references. I understand that any false answers or statements and/or withholding of information will be sufficient grounds to terminate my employment at any time.

Applicant Signature \_\_\_\_\_ Date \_\_\_\_\_

*It is unlawful in Massachusetts to require or administer a lie detector test as a condition of employment or continued employment. An employer who violates this law shall be subject to criminal penalties and civil liabilities.*